

MemorandumJune 30th, 2006

To: Rachel Potter
OMB Desk Officer

From: Elizabeth Albro, Ph.D.
Institute of Education Sciences, U.S. Department of Education

Via: Kathy Axt
Office of the Chief Information Officer, U.S. Department of Education

Regarding: OMB Clearance for Chief State School Officers Customer Satisfaction Survey

Title of Survey: Chief State School Officers Customer Satisfaction Survey

OMB Control Number: 1800-0011

Public Affected: Survey will be distributed via email to the 56 Chief State School Officers. We will also be copying their assistants when the survey is distributed, but the assistants are not expected to reply to the survey.

Survey hours per response: 10 minutes per response, 9 hours total.

Response Rate: We anticipate an 85% response rate since most Chief State School Officers are aware of the Institute's research efforts, and are interested in increasing the relevance of research funded by the Institute, so that they can more effectively bring evidence-based education to their states.

Survey's statistical method and design: The data will be entered into an Excel spreadsheet and frequency distributions for each importance item will be generated. In addition, open-ended responses will be grouped by center, and research staff at the Institute will examine the open-ended responses for common patterns.

Federal Costs: The federal cost of this survey is minimal and consists of the time it takes an existing full-time federal employee to create the survey and analyze results. We estimate this will take a total of 20 hours over a period of a few months. We estimate approximately 15 hours at a GS-7 level (\$263.55) and 5 hours at a GS-14 level (\$219.00) for a total cost of \$482.55.

Requested Approval Date: July 24, 2006

The Institute of Education Sciences in the U.S. Department of Education requests clearance for the attached document. This web-based survey will be distributed via email to all Chief State School Officers, totaling 56 potential respondents, and will be

used to inform the research questions addressed by the Institute's National Centers for Research and Development. We intend to complete the survey this summer so that we can use the survey results to inform research carried out during FY 2007.

The Institute conducts rigorous research on education programs, practices, and policies. We are conducting this survey to enable us to better target research to the specific needs of education decision-makers. Each of the Institute's National Research and Development Centers has dedicated a portion of their efforts to conduct rapid response research projects that are intended to address issues of high relevance to education decision-makers. These projects need to be within the scope of each of the topic areas of the Research and Development Centers and must have national importance.

We believe that the unique perspectives of our Chief State School Officers will help us identify issues of particular importance to education decision-makers. We have identified possible research questions that could be addressed by the Research and Development Centers, and are seeking their input as to the importance of these research questions and their suggestions for additional research questions.

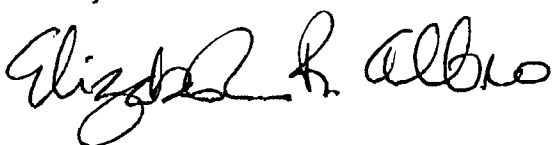
In order to achieve the estimated 85% response rate, the Institute has a comprehensive communication plan in place and non-responders will be sent e-mail reminders at least twice. The methods to maximize response include: email distributions, follow-up emails, and telephone conversations with all individual Chief State School Officers and their assistants. The first formal communication will be an email distribution announcing the survey, its purpose, and how the survey results will be used. This email will also include the attached survey in PDF form and the survey response deadline. A second email distribution will take place before the survey response deadline to remind respondents of the deadline date and encourage those who have not yet responded to do so. Finally, throughout this process, emails to and telephone conversations with individual Chief State School Officers and their assistants will also be used to announce the survey, remind participants of the survey response deadline, and encourage responses.

Regarding general data analysis, the Institute intends to examine the perceived importance of each issue topic in the survey. The Institute will generate frequency distributions for each importance item within a National Research and Development Center to gain a better understanding of the research areas that are most important to our education decision-makers.

The survey is completely voluntary. No person will be required to participate.

If you have any questions, please call Elizabeth Albro at (202) 219-2148.

Thank you.



7/5/2006